Overcoming Challenges to HEDIS/CPG Compliance

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Disclaimer

The views expressed in this presentation are those of the presenter and do not necessarily reflect the official policy or position of the USA MEDDAC, Bavarian region, Department of the Army, Department of Defense, or the United States Government.

A Little History

- History of CPG Compliance in USA MEDDAC, Bavarian Region prior to March 2004
- June 2004 Medical Management Conference in Colorado Springs
- March 2005 Spring MedSurg Conference in Bad Kissingen, Germany
- June 2006 closure of Würzburg Hospital and 2 outlying clinics
- 2006 AUSA meeting

Key Elements for Compliance

- Leadership and provider support
- Provider availability
- Patient cooperation

- Accurate capture of compliance data

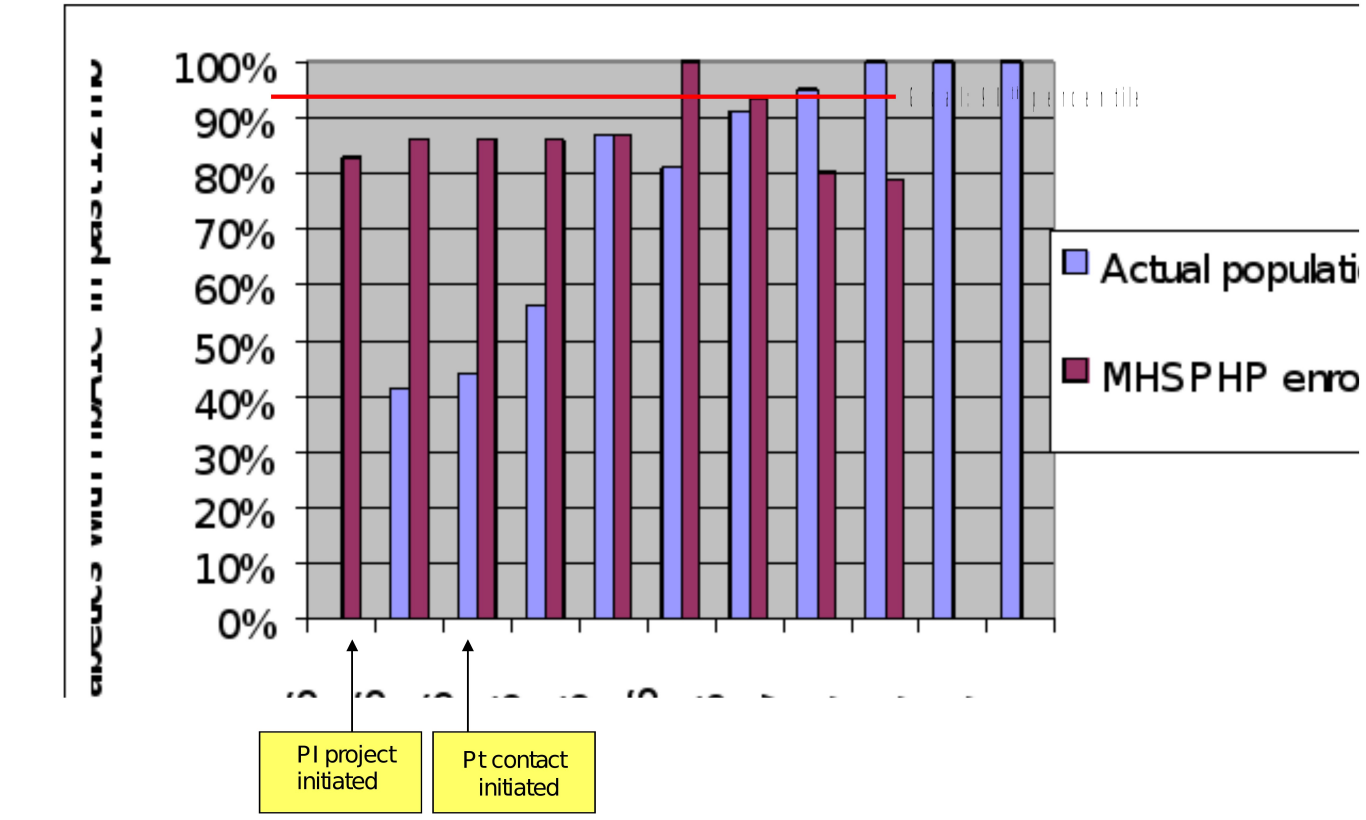
Challenges in Europe

- Working within a system that delivers care in both MTFs and in host nation facilities
- Provider and soldier deployments and facility closures
- Bundled charges don’t allow accurate compliance data capture
- Only Supplemental care fund expenditures captured in M2
- Many patients use German national insurance
- Medical documents must be translated

Population Comparison

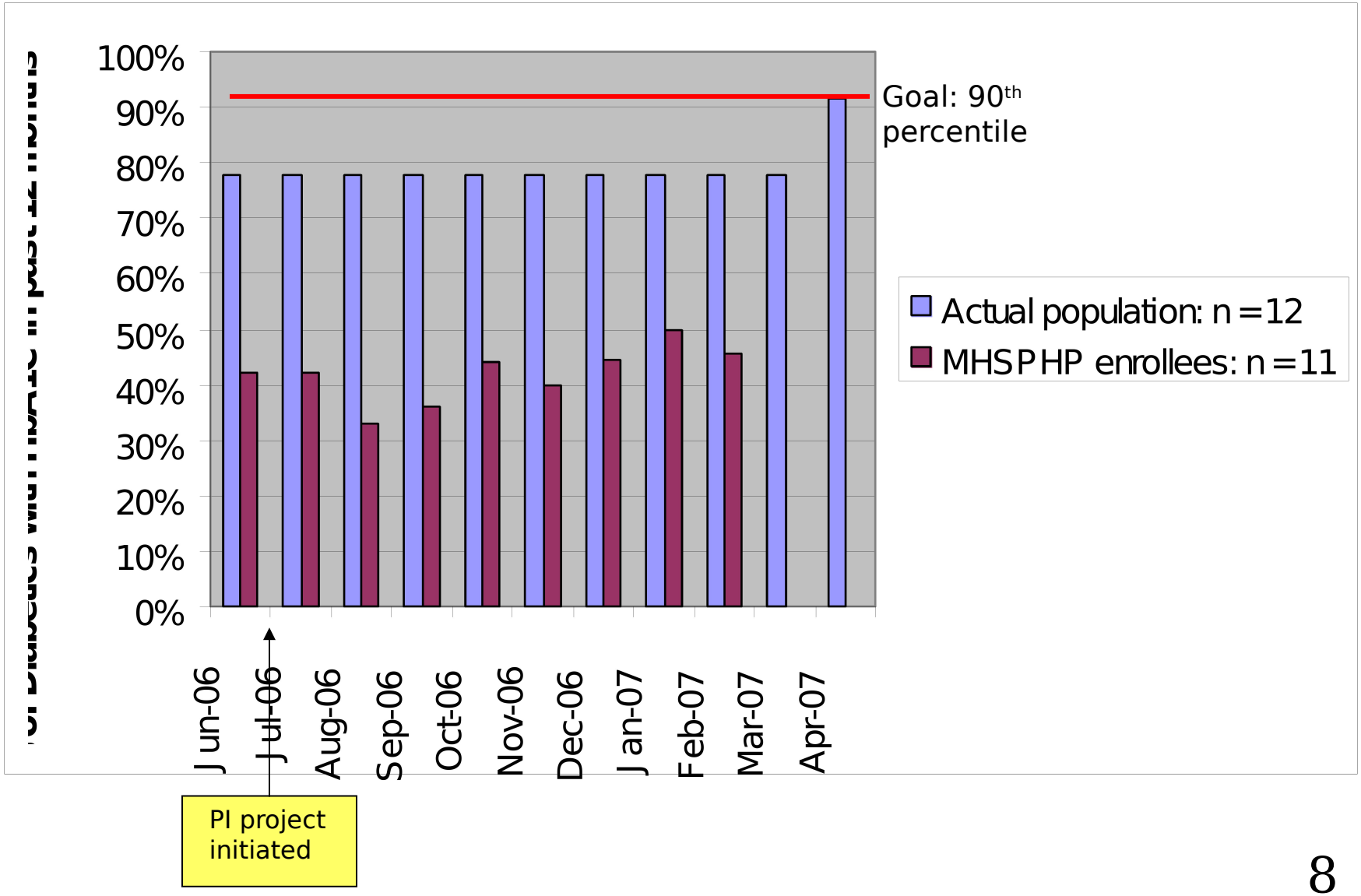
- Portal Population
  - Reflects Tricare enrollees only
  - Includes individuals who receive care entirely in host nation facilities
  - May include individuals who are no longer in service area
- Actual Population
  - Includes DoDDS employees and civilian contractors
  - Excludes individuals residing outside of service area

Population Comparison



Illesheim USAHC

Measure: % of Patients, aged 18-75, with Type I & II Diabetes, who had a HbA1C in past 12 months



Technical Measures

- Education
  - Monthly reporting to leadership in both HQ and Clinics
  - Provider education on completion of wellness reminders screen in AHLTA
- DRDM (mini-registration) inquiries
  - Education on process provided to Clinic Leaders and pertinent staff
- Patient chart (AHLTA and paper copy) reviews for accuracy in Portal inclusion

Clinic Reports

Worksheet for Feb/Mar 2007				Illesheim								
	Mammo eligible	Total mammo		42-51 eligible	With mammo		52-69 eligible	With mammo		Pap eligible	With pap	
Feb-07	43	12	27.91%	43	12	27.91%	0	0		262	206	78.63%
Mar-07	42	11	26.19%	42	11	26.19%	0	0		265	206	77.74%
	Enrolled	With HTN		Enrolled	With depres-sion			High Utilizers # of pts		High Utilizers # of enc.		
Feb-07	2336	45	1.93%	2336	63	2.70%		354	15.15%	5663		
Mar-07	2347	46	1.96%	2347	59	2.51%		329	14.02%	5255		
	Enrolled	With LBP			With asthma	controller med			Colon eligible	Colon screen		
Feb-07	2336	96	4.11%		21	19	90.48%		4	1	25.00%	
Mar-07	2347	96	4.09%		20	18	90.00%		5	1	20.00%	
	With diabetes	Current A1c		Control A1c<=9.0		Good A1c<=7.0		Current LDL		LDL<100		
Feb-07	11	5	45.45%	5	45.45%	4	36.36%	7	63.64%	4	36.36%	
Mar-07	10	5	50.00%	5	50.00%	4	40.00%	6	60.00%	3	30.00%	

Clinic Reports

Illesheim AHC HEDIS Measurement of Success Scorecard March 2007													
	30 APR 06 IAHC	31 MAY 06 IAHC	30 JUN 06 IAHC	31 JUL 06 IAHC	31 AUG 06 IAHC	31 SEP 06 IAHC	31 OCT 06 IAHC	30 NOV 06 IAHC	31 DEC 06 IAHC	31 JAN 07 IAHC	28 FEB 07 IAHC	31 MAR 07 IAHC	
HbA1C Screening	46%	46%	42%	42%	33%	36%	44%	40.0%	44.4%	50.0%	45.4%	50.0%	n=10
HbA1C Control =< 9.0	38%	38%	33%	33%	33%	36%	44%	40.0%	44.4%	50.0%	45.4%	50.0%	n=10
HbA1C Control =< 7.0										40.0%	36.4%	40.0%	n=10
LDL Screening										50.0%	63.6%	60.0%	n=10
LDL Control < 100	15%	15%	17%	17%	17%	18%	11%	20.0%	22.2%	30.0%	36.4%	30.0%	n=10
Asthma Med Use	100%	100%	100%	100%	100%	100%	100%	100.0%	85.7%	90.5%	90.5%	90.0%	n=20
Breast Screening										32.6%	27.9%	26.2%	n=42
Ages 42-51										32.6%	27.9%	26.2%	n=42
Ages 52-69	N/A	N/A	N/A	100%	100%	100%	N/A	N/A	N/A	NA	NA	NA	n=0
Cervical Cancer Screening	82%	81%	80%	80%	80%	81%	81%	81.8%	80.8%	80.0%	78.6%	77.7%	n=206
Colon Cancer Screening	N/A	N/A	N/A	75%	75%	75%	25%	25.0%	20.0%	20.0%	25.0%	20.0%	n=5

	30 APR 06 IAHC	31 MAY 06 IAHC	30 JUN 06 IAHC	31 JUL 06 IAHC	31 AUG 06 IAHC	31 SEP 06 IAHC	31 OCT 06 IAHC	30 NOV 06 IAHC	31 DEC 06 IAHC	31 JAN 07 IAHC	28 FEB 07 IAHC	31 MAR 07 IAHC	
With Hyperten-sion	2.08%	3.62%	2.35%	2.52%	2.52%	2.54%	1.91%	1.91%	1.94%	2.02%	1.93%	1.96%	n=46
With Depression	2.57%	2.50%	2.73%	2.72%	2.72%	2.64%	2.19%	2.19%	2.58%	2.73%	2.70%	2.51%	n=59
With Acute LBP	2.62%	2.55%	2.83%	3.59%	3.59%	3.48%	3.67%	3.67%	3.93%	4.13%	4.11%	4.09%	n=96
High Utilizers				10.72%	10.72%	10.20%	12.31%	12.31%	14.83%	15.00%	15.15%	14.02%	n=329

	Total enrolled:		Feb	2336		Mar	2347						

Clinic/Leadership Reports

Measure of Success Scorecard

BMEDDAC Portal Measurement of Success Scorecard As of 31 March 2007

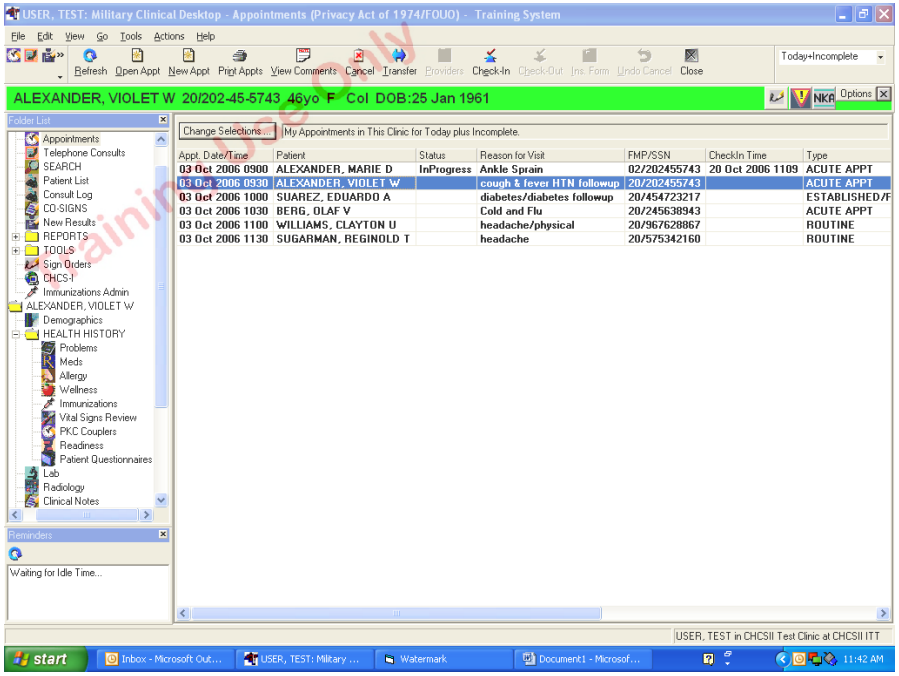
Data Source: Military Healthcare System Population Health Portal

	Wuerzburg Cervical	Bamberg Breast	Illesheim Diabetes	Katterbach Diabetes	Grafenwoehr Cervical	Vilseck Breast	Hohenfels Diabetes	Schweinfurt Breast	ERMC MAR07	MEDCOM MAR 07
HbA1c Screening	80.0%	66.7%	50.0% ↑	60.0% ↑	52.6%	77.1%	84.2% ↑	63.2%	77%	85%
HbA1c Control <9.0	68.0%	54.5%	50.0% ↑	45.0%↑	47.4%	57.1%	73.7% ↑	55.3%	64%	72%
LDL Control <100	40.0%	42.47%	30.0% ↓	30.0% ↑	21.0%	25.7%	21.0% ↑	39.5%	37%	45%
Asthma Med Use	100%	100%	90.0%	100%	100%	100%	95.4%	87.3%	95%	96%
Breast Screening—ages 52-69	38.9%	12.5% ↓	N/A	27.8%	38.5%	33.3% ↑	19.2%	48.4% ↑	43%	75%
Cervical Cancer Screening	81.4% ↓	77.5%	77.7%	78.9%	82.8% ↑	80.2%	65.5%	71.5%	78%	81%
Colon Cancer Screening	37.5%	29.1%	20.0%	22.6%	40.7%	34.6%	27.9%	35.1%	42%	59%

Instructions for Updating HEDIS Measured / Wellness Items

1.Confirm you have the right Patient selected

2.Click on the “Wellness” icon under “Health History” folder.


USER, TEST: Military Clinical Desktop - Appointments (Privacy Act of 1974/FOUO) - Training System
File Edit View Go Tools Actions Help
Refresh Open Appt New Appt Print Appts View Comments Cancel Transfer Providers Check-In Check-Out Ins. Form Undo Cancel Close
Today+Incomplete
ALEXANDER, VIOLET W 20/202-45-5743 46yo F Col DOB:25 Jan 1961
NKA
Options
Folder List
Appointments
Telephone Consults
SEARCH
Patient List
Consult Log
CO-SIGNS
New Results
REPORTS
TOOLS
Sign Orders
CHCS-I
Immunizations Admin
ALEXANDER, VIOLET W
Demographics
HEALTH HISTORY
Problems
Meds
Allergy
Wellness
Immunizations
Vital Signs Review
PKC Couplers
Readiness
Patient Questionnaires
Lab
Radiology
Clinical Notes
Reminders
Waiting for Idle Time...
Change Selections...
My Appointments in This Clinic for Today plus Incomplete.
Appt. Date/Time Patient Status Reason for Visit FMP/SSN CheckIn Time Type
03 Oct 2006 0900 ALEXANDER, MARIE D InProgress Ankle Sprain 02/202455743 20 Oct 2006 1109 ACUTE APPT
03 Oct 2006 0930 ALEXANDER, VIOLET W cough & fever HTN followup 20/202455743 ACUTE APPT
03 Oct 2006 1000 SUAREZ, EDUARDO A diabetes/diabetes followup 20/454723217 ESTABLISHED/F
03 Oct 2006 1030 BERG, OLAF V Cold and Flu 20/245638943 ACUTE APPT
03 Oct 2006 1100 WILLIAMS, CLAYTON U headache/physical 20/967628867 ROUTINE
03 Oct 2006 1130 SUGARMAN, REGINOLD T headache 20/575342160 ROUTINE
USER, TEST in CHCSII Test Clinic at CHCSII ITT
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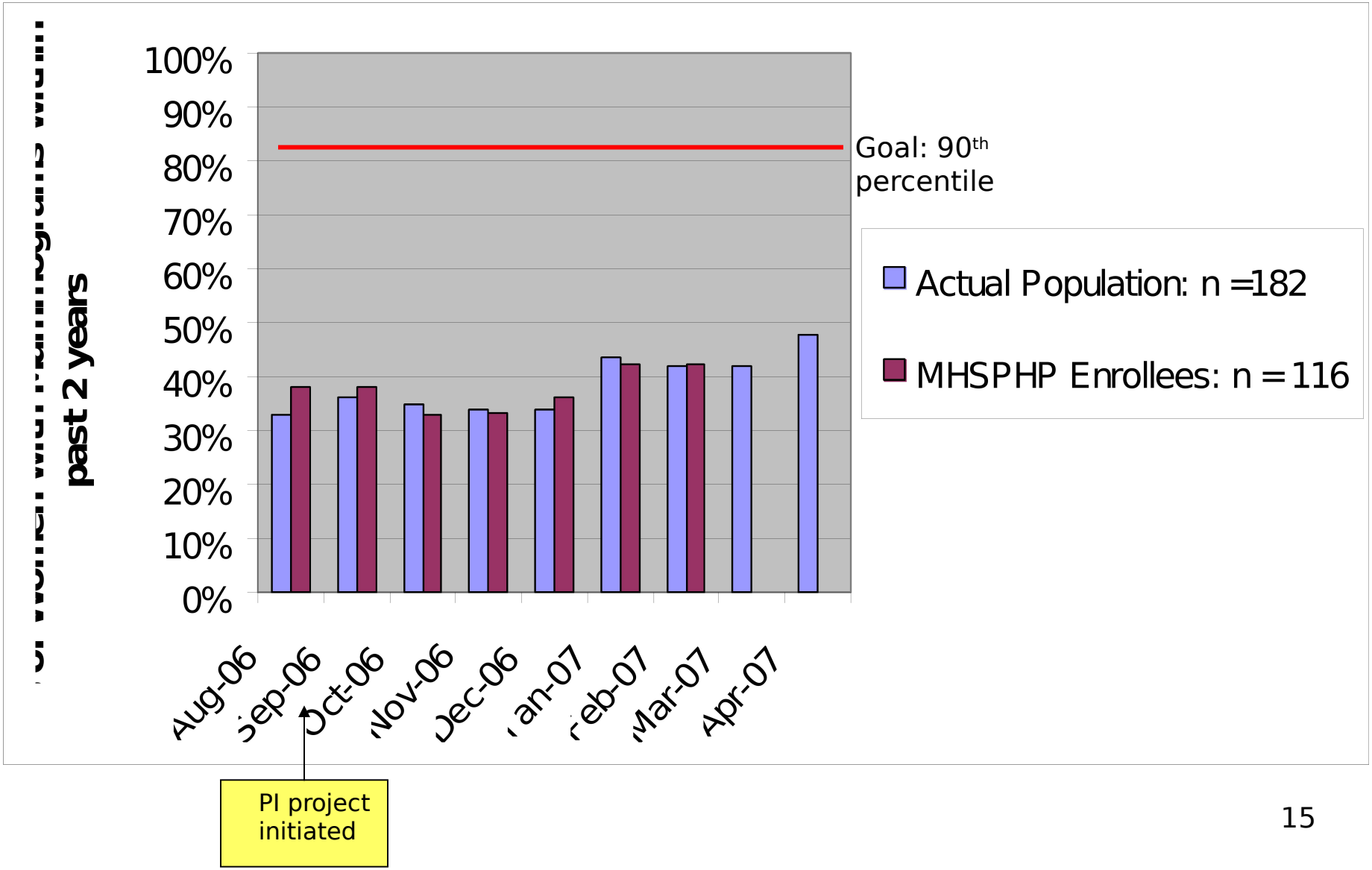
1.Click on the “Documentation History” tab

Operational Measures

- Semi-annual training for all staff members on CPGs, compliance, and clinical issues
- Dedicated staff to monitor and promote compliance
- Additional clinical appointments
- Free mammograms to DoDDS employees and contractors
- Birthday month reminders
- Letters to individuals who are no longer in service area
- Telephone contact with non-compliant individuals and those receiving care in host nation facilities
- Individual clinic PI initiatives

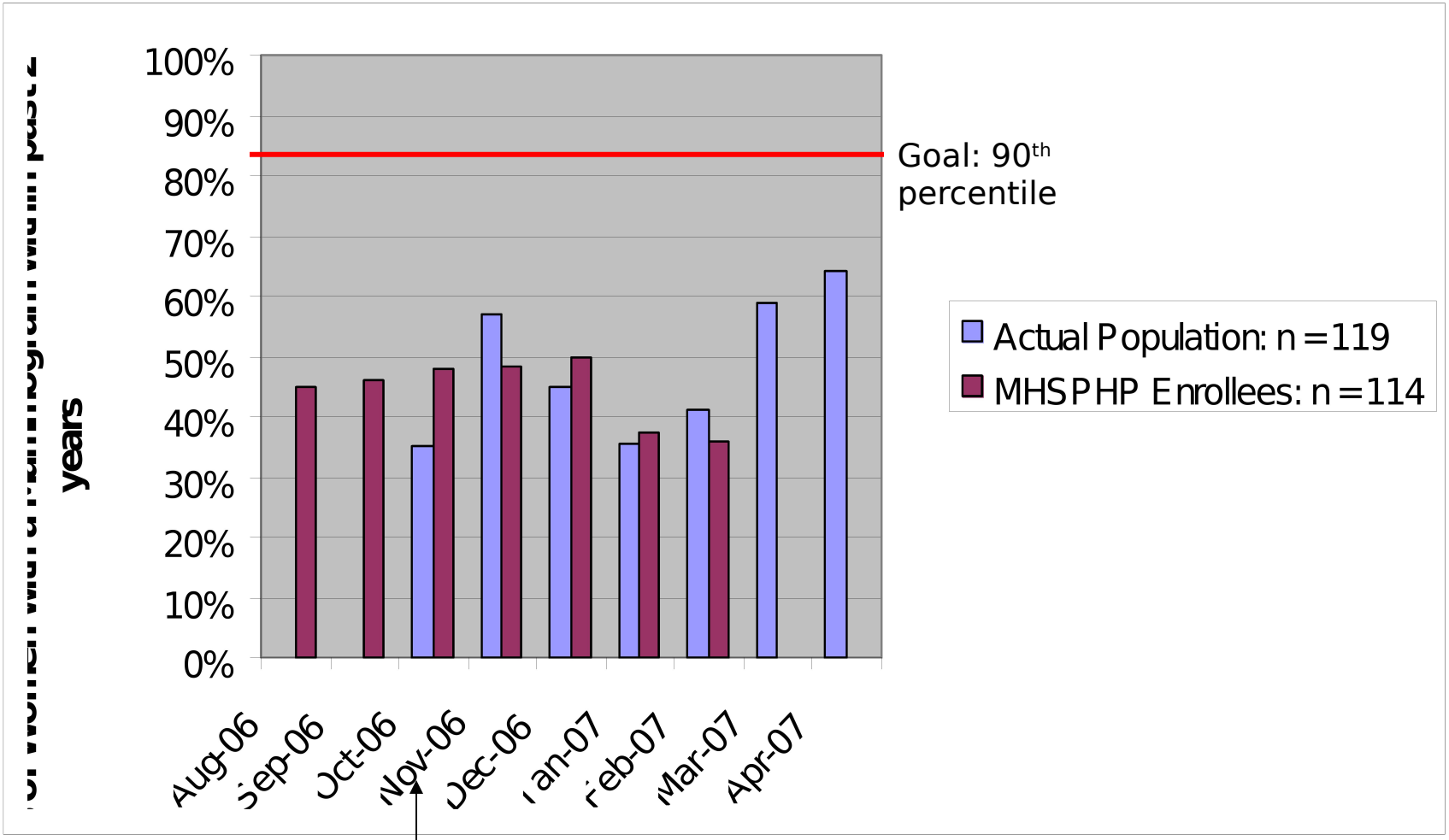
Vilseck USAHC

Measure: % of Tricare Eligible Women, aged 40+, who had a mammogram in past 2 years



Schweinfurt USAHC

Measure: % of Tricare Eligible Women, Aged 40+, Who Had a Mammogram in the Past 2 Years



Summary

- Multiple factors affect compliance
- Accurate reporting is important
- Not all efforts succeed

- **Delivering the right care at the right time is the goal!**

- Shared Experiences

- Questions?